



## Week 3 – Advanced E-Mail

Congratulations on completing *Week 2 – E-Mail for Beginners* and completing your homework assignment from Week 2. It is now time to learn some key features of your Web-based E-mail account, including setting up your signature, opening and sending attachments, creating an address book and using folders to organize your e-mail. This document outlines these basics for the most popular e-mail services, but for more in-depth information, you should also consult the specific overviews and tutorials provided by your E-Mail provider:

- **AOL Mail** - [http://help.aol.com/help/product/aol\\_webmail/](http://help.aol.com/help/product/aol_webmail/)
- **Yahoo! Mail** - <http://help.yahoo.com/l/us/yahoo/mail/yahoomail/>
- **Google Mail/Gmail** - <http://mail.google.com/support/?ctx=gmail&hl=en&labs=1>
- **Windows Live Hotmail** - <http://windowslive.com/Online/Hotmail>

### Set up a signature

Tired of retyping your name at the end of every e-mail (remember, you should “sign” your e-mail)? Setting up your signature will save you this step by inserting your signature automatically when you compose/reply/forward e-mail. You may want to set up different signatures (an option with some e-mail services) depending on who you are sending e-mail. Below are directions for setting up a signature on some of the popular e-mail services.

#### AOL

- Click on **Settings** link located in upper right corner
- You will default to the general settings – be sure to take a look at these
- Click on **Compose**, on the left menu
- Under the Rich Text/HTML section, set to “use signature” and fill in the field with your name, etc. If you check the checkbox to “Use Rich Text/HTML Editing,” you can make your signature bold, etc.

#### Yahoo

- Click on **Options** link located in upper right corner
- Choose Mail Options (you will default to general settings – be sure to take a look at these)

- Click on **Signature** on left menu
- Check the "Show a signature on all outgoing messages" and click Rich Text if you want to bold text, add hyperlinks, etc.
- Make sure to click on the **Save Changes** link (icon of floppy disk) at the top of the page

### **Gmail**

- Click on **Settings** link located in upper right corner
- The signature section is about halfway down the page and is set to the default of no signature
- Set to use signature and fill this in with your name, etc.
- Make sure to click the button **Save Changes**, located at the bottom of the page

### **Hotmail**

- Click on **Options** link located in upper right corner; Choose **More Options**
- Under **Customize your mail**, click on **Personal e-mail signature**
- Click into the text box and fill this in with your name, etc.
- Make sure to click the button **Save**, located at the bottom right of the page

### **Open/Send Attachments**

Kids send you a photo of junior via e-mail? Need to send your resume to a potential employer? You'll need to know how to open and attach files.

### **AOL**

#### **Open a file**

- E-mail with attachments will show a little paperclip icon when you view in your inbox
- Open the e-mail and view them (if photos)
- At the top of the e-mail you'll see the paper clip with the name of the file
- Click on the file(s) and you can **Open with** (choose a program to view the file...you'll get a clue what to open by looking at the file extension (".jpg" or ".gif" should use the picture viewer, ".doc" should be Word, etc.) or **Save File**
- Save to your hard drive, flash drive or view (only option available) if on a public computer in the library

#### **Attach a file**

- When you compose an e-mail, under **Subject**, you'll see the option/link to attach a file (button located in the text editor section)
- Click on that option and you'll open Windows explorer so that you can locate the file on your computer
- Double click on the file you want to attach
- You'll see it now as part of the e-mail (shows up under the Subject)

## Yahoo

### **Open a file**

- E-mail with attachments will show a little paperclip icon when you view in your inbox
- Open the e-mail and click on the link to the right of the paperclip to download the attachment
- Norton Antivirus will scan and tell you whether it's okay to download
- Click the **download attachment** button
- You'll get a prompt that you can **Open with** (choose a program to view the file...you'll get a clue what to open by looking at the file extension (".jpg" or ".gif" should use the picture viewer, ".doc" should be Word, etc.) or **Save File**
- Save to your hard drive, flash drive or view (only option available) if on a public computer in the library

### **Attach a file**

- When you create a new e-mail message, under **Subject**, you'll see a button to **attach a file** (to the right of the send button)
- The first time you try to attach a file, Yahoo gives you the option of attaching multiple files at once, view and rotate thumbnails and drag files to attach. Go ahead and **agree** and continue. Yahoo will update your browser to allow for you to handle files multiple ways (drag and drop, attach the old-fashioned way, etc.)
- Windows explorer will open so that you can locate the file on your computer
- Double click on the file you want to attach
- You'll see it now as part of the e-mail (located at the bottom of the e-mail)

## Gmail

### **Open a file**

- E-mail with attachments will show a little paperclip icon when you view in your inbox
- Open the e-mail and click on the link at the bottom of the e-mail to **download the attachment** (or just View if you're on a public computer)
- You will get a windows prompt to **open** or **save** the attachment in question. Save to your hard drive, flash drive or view (only option available) if on a public computer in the library

### **Attach a file**

- When you compose an e-mail, under **Subject**, you'll see the option/link to attach a file (paper clip icon)
- Click on that option and you'll open Windows explorer so that you can locate the file on your computer
- Double click on the file you want to attach
- You'll see it now as part of the e-mail

## Hotmail

### **Open a file**

- E-mail with attachments will show a little paperclip icon when you view in your inbox
- Open the e-mail and click on the document name (it's in orange/reddish text) underneath the paperclip/attachment message in the header of the e-mail
- You will get a windows prompt to **open** or **save** the attachment in question. Save to your hard drive, flash drive or view (only option available) if on a public computer in the library

#### ***Attach a file***

- When you compose a new e-mail, click the Attach link/word at the top of the mail form
- A box with a Browse button will appear under the Subject field. Click the Browse button and locate the file you want to attach
- Double click on the file you want to attach
- You'll see it now as part of the e-mail

#### ***Address Books - Create Contacts and Distribution Lists***

Store friends and family e-mail addresses in one place. Set up groups of e-mail recipients so you can send e-mail to a group of people at once.

#### **AOL**

##### ***Contact/Address for Individual***

- Once you are in your mail, click on the **Contacts** link on the left menu
- Click the **New** button and choose **New Contact**
- Fill out the information fields
- You can opt to categorize the contact using the category drop-down menu, using either the generic ones AOL provides or **Add New** to add a new category
- After you've completed, click the **Create** button
- You can always **Edit** your contacts (change the e-mail, etc.)
- You can send your contact e-mail 2 ways: (1) go to compose an e-mail, click on the **To:** and you will bring up a list of contacts to select; (2) go to contacts, highlight the name you want to e-mail and click on the little **envelope icon**

##### ***Contact/Address for Group***

- Once you are in your mail, click on the **Contacts** link on the left menu
- Click the **New** button and choose **New List**
- Name your new list
- When you create a new list, you can click on the **Add Contacts** link to add individual contacts from your contact list, or just type in the e-mail addresses of people who are not already in your AOL contact list
- Separate e-mail addresses with a comma
- After you've filled in the addresses, click the **Create** button
- You can send your distribution list e-mail 2 ways: (1) go to compose an e-mail, click on the **To:** and you will bring up a list of contacts to select, including any lists you've created; (2) go to contacts, highlight the name of the list you want to e-mail and click on the little **envelope icon**

## **Yahoo**

### **Contact/Address for Individual**

- Once you are in your mail, click on the **Contacts** link on the left menu (you can also just click on the hyperlinked/blue word "Add" to the right of the word **Contacts**) or the Contacts tab.
- Click the **Add Contact** button
- Fill in fields (e-mail, etc.)
- You can categorize your contact by clicking on the word **Add** to the right of the word **Categories:** ; Categories not only let you place contacts into meaningful groups, but also act as distribution lists so that you can send one email to a group of people
- Click the yellow **Save** button
- Most often, you email your contacts directly from Yahoo! Mail. If you've included a friend's email address in the contact details, Mail auto completes the address for you as you type in the **To** box of the compose message page

### **Contact/Address for Group**

- Once you are in your mail, click on the **Contacts** link on the left menu (you can also just click on the hyperlinked/blue word "Add" to the right of the word **Contacts**) or the Contacts tab
- Click on the **Add Category** button
- Click the yellow **Save** button
- Then you can **View All Contacts** and **Add** them to the category/categories you've created
- To send e-mail to everyone in a category/group, click the **New** button and select **Email Message**
- Click the **To** button and choose your category

## **Gmail**

### **Contact/Address for Individual**

- Click on **Contact** on the left menu
- In the upper left corner, you'll see 2 buttons. The first has a plus sign and one person. The second has a plus sign and two people.
- To add a single contact, click on the first button (single person). You will then fill in all relevant/desired information about the person and save it
- When you want to e-mail a contact, you can either click on their name in your contact list, then click on their e-mail address to open an e-mail with the address filled in; or, when you compose an e-mail and start typing the e-mail address, your contact list will pop up (under the letters you've typed) and you can select them that way.

### **Contact/Address for Group**

- Click on **Contacts** on the left menu
- In the upper left corner, you'll see 2 buttons. The first has a plus sign and one person. The second has a plus sign and two people.
- To create a group, click on the second button (two people). You will have to name the group (i.e., "Bridge Club").

- When you click on **Contacts**, it will default to **My Contacts**. You will need to click on the group you named, then click on the **Add a Contact** button (the button that has a plus sign and one person).
- Fill out the relevant contact information and that contact will be added to the group.
- You can also click on a single contact you already have, and then click on the **Groups** button and **Add** them to an existing group or create a new group to put them in.

## Hotmail

### **Contact/Address for Individual**

- Click on **Contact list** link on the left menu
- On the top menu, click **New** link
- Fill out the contact details and click the **Save** button (name and personal e-mail is enough)
- Now when you go to your contacts/All contacts, you'll see the contact there

### **Contact/Address for Group**

- **In order to create a distribution list/category in Hotmail, you must first make members contacts in your address book.** So follow the directions above for creating contact/address for individual, then proceed with the following
- Click on **Contacts** on the left menu
- Click on the little arrow to the right of the **Categories** link at the top of the screen
- Select **New Category**
- Name your category (*Bridge Club*, for example) and input e-mail addresses and/or names from your already existing contacts; NOTE: To put multiple people in a category, just hit the enter key after you type in each individual e-mail and you can then type another e-mail address
- Make sure to click on the **Save** button
- Now when you go to send a **New** mail, you can just put in the name of your category and all of the individual contacts you added to that category will receive your e-mail

## Organize Your Mail

After you've read your e-mail, you can keep it as *read*, mark as *unread*, *delete* it, move to *spam*, etc. If you end up wanting to keep a fair number of your e-mails, you'll want to consider saving it into folders and/or labeling under specific subject headings.

## AOL

- In your inbox, you'll see folders listed for **New Mail**, **Old Mail**, **Drafts**, **Sent** and **Spam**. There is also a section called **My Folders** below

- To add a folder to **My Folders** (i.e., "Travel"), click the word **Add** (shows up when you bring your cursor over **My Folders**) next to the word **My Folders**
- It will automatically create a folder and name it *New Folder*
- At this point you can type in the name you want
- After naming the folder, click the green button with the plus sign to add it
- After you read an e-mail that you want to categorize, you can click on the **Action** button and then scroll down under *Move to:* and choose/select the folder you want to move the mail to

### Yahoo

- In your inbox, you'll see folders listed for **Drafts, Sent, Spam** and **Trash**. There is also a section called Folders below the Contacts section
- To add a folder (i.e., "Travel"), click the word **Add** next to the word **Folders**
- It will automatically create a folder and name it *untitled*
- At this point you can type in the name you want; otherwise, if you don't do that, you can always right click on the *untitled* folder and rename it
- If you select an e-mail and choose the **Move** button, you can move it into folders labeled/set up by you ("Travel") or **Spam** or **Trash**

### Gmail

- In your inbox, you'll note across the top (above the e-mails themselves) that there are buttons for **Archive, Report spam, Delete**, etc. There are 2 buttons to note, **Move to** and **Labels**.
- If you select an e-mail and choose the **Move to** button, you can move it into folders labeled/set up by Gmail (personal, travel, etc.).
- Since the labels Gmail chose probably don't mean a lot to you, you'll want to click on **Labels** and then **Manage Labels**.
- Under Labels, click in the box "Create a new label" and type in something that is relevant to you (*Bridge Club E-mail*, for example) and click the **Create** button
- Now when you read e-mail that is relevant to the Bridge Club, you can click on **Move to** and stick it under the label *Bridge Club E-mail*

### Hotmail

- In your inbox, you'll note across the top (above the e-mails themselves) that there are links for **Delete, Junk, Mark as** and **Move to**.
- If you select an e-mail and choose the **Mark as** link, you can keep it as unread, read or mark it as a Phishing scam.
- If you select an e-mail and choose the **Move to** button, you can move it into folders labeled/set up by Hotmail (Junk, Drafts, Sent, Deleted).

- You may want to create other folders and store your mail under headings that make sense to you, i.e., travel-related e-mails like airline e-tickets, put in a folder labeled "Travel."
- Look at the left menu, under Inbox and you'll see links to folders labeled Junk, Drafts, Sent, Deleted. Click on the link that says **Manage folders**.
- In the Manage folders mode, click the link **New** which is at the top of the folder listings (to the left of Rename and Delete).
- Name your new folder. For example, Travel. This folder now shows up in your folder listings.
- Now when you read e-mail that is relevant to your travel plans, you can click on **Move to** and stick it under the label *Travel*.